

NETWORK MANAGER REPORT



APRIL 2008

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

April 15th brought an end to this year's tax filing season. With applications servicing both corporate and individual taxes, Alabama Interactive stayed busy processing transactions for the Department of Revenue (ADOR) and the Department of Industrial Relations (DIR). During the month of April, AI completed three new agency applications and two change management updates. In addition to developing current requests, AI met with two agencies to discuss new service offerings and opportunities.

Highlights for the month were:

- Alabama Interactive met with and presented potential new opportunities for the Alabama Development Office. AI discussed the possibility of a subscription service to allow subscribers access to search industry records. Additional reporting features would be included with the subscription.
- Alabama Interactive completed an online section renewal application for the Alabama State Bar. This application allows State Bar members to register for their 2008-2009 individual section membership online.
- The ADOR Individual and Corporate tax applications processed over \$14 million dollars in 2008. This is a 65% increase compared to approximately 8.5 million dollars in April 2007. The online tax services for the ADOR include Business Tax Return Extension and Annual Report, ET-8, ET-C, Individual and Corporate Extension and Individual and Corporate Estimation.
- The Alabama Criminal Justice Information Center (ACJIC) launched a subscription service which will allow subscribers to search for Alabama criminal histories for current and prospective employees online. This service is being dually marketed by AI and the ACJIC, and should see a growing number of subscription accounts.
- Alabama Interactive completed an online registration for the 2008 Annual Meeting at Perdido Bay for the Alabama State Bar. This registration allows State Bar members to register and pay for the conference, as well as reserve their hotel and events online with the board.
- The ADOR VIN check application has 168 active subscription accounts in its second month in production. Out of the 168 accounts that have processed online, 105 of the accounts were created in April. This service has significantly reduced the call volume to the Motor Vehicle Division of ADOR.
- Updates were completed for the Alabama Department of Conservation and Natural Resources, hunting/fishing application. This update will allow driver licenses to be validated through a DPS web service for hunting/fishing license sales.

Marketing

During the month of April, Alabama Interactive created a flyer announcing the launch of the Alabama State Bar's online Section Renewal application. The State Bar incorporated the flyer into their quarterly magazine as well as included the flyer on their website. The flyer was an effort to notify members and firms of the new application and its efficiencies.

The Alabama Interactive operations staff also made telephone calls to potential subscribers for the Alabama Background Check application which was launched by the ACJIC. The calls were to inform the potential subscribers of the new online service. These phone calls included step-by-step instructions for how to register a subscription account and answer any questions about how to log in and use the new application. The application should help businesses in Alabama to streamline the management of current and potential employees. Alabama Interactive will continue to look for new ways to market this, and all other applications.

Customer Service

With the 2008 tax deadline approaching in the month of April, the customer service team assisted many people who were filing for an extension or paying their quarterly estimated taxes on time. One customer had the following to say about applying for their extension online, "The tax website is really good. Filing the extension was so much easier for State than Federal taxes. I am glad we (Alabama) are finally on the cutting edge of something instead of lagging behind!"

Another customer service highlight came from the launch of some of the new ADOR Motor Vehicle applications. One customer sent an email requesting information about a title on a motorcycle they had recently purchased. Due to the high call volume that the ADOR experiences, she difficulty finding an agent with ADOR to get any information from and her vehicle dealer and was unable to help. Our customer support team responded to her email and advised her to contact the Department of Revenue/Motor Vehicle division. She was grateful for the help and replied back, "Thank you so much for your help. This is the only response I have been able to get." This is a testament that the ADOR application is already a great successful for both the department and the constituent.

Development

The AI Dev-Share team met during the month of April to discuss our migration to a new code storage software. The team not only discussed preparation for the scans but Subversion updates, and the continued migration of AI applications to Subversion from CVS. The team also discussed an enhancement to our current technical documentation for all future AI applications in an effort to always apply the latest principles and best practices that are successful in other NIC portals.

Also discussed was the upcoming Technology Conference as well as potential enhancements to alabama.gov. As part of this meeting, the development team performed a code review of the license renewal application for the Alcoholic Beverage Control Board which will be launched in June.

PROJECT REPORT

Completed New Applications for 2008

Agency	Application	Description	Date Completed
Alabama Department of Insurance	Merchant Services	This application will allow for constituents to pay their appointment continuations online.	01/02/2008
Alabama Department of Revenue	Trucking Portal	This website provides a single-source, one-stop portal for truckers in or passing through Alabama.	01/05/2008
Alabama Department of Revenue	International Fuel Tax Agreement (IFTA) Merchant Services	This application will allow constituents to pay their IFTA license payments online.	02/22/2008
Alabama Heating and Air Conditioning Board	Exam Application	This application will allow for constituents to apply for their exam online.	02/20/2008
Alabama Department of Revenue	Vehicle Information Number (VIN) Check	This application will allow for constituents to obtain limited title information online.	02/22/2008
Alabama Secretary of State	Farm Filings	This application will allow for constituents to submit UCC-1F filings online.	03/01/2008
Alabama State Bar Association	Section Membership Renewal	Allows members to complete their section membership renewal	04/11/2008
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Allows users to complete Alabama Criminal background checks of all arrest, court and traffic records	04/14/2008
Alabama State Bar Association	Convention Registration	Allow members to complete annual convention registration online	04/24/2008

Completed Updates for 2008

Agency	Application	Description	Date Completed
Alabama Department of Public Safety	Reinstatement Merchant Web Service	This web service integrates with the departments existing cash register system to provide a method to take credit cards.	01/19/2008
Alabama Real Estate Commission	Course Renewals	Update to allow users to view information during non-renewal periods.	01/19/2008
Alabama Real Estate Commission	Menu System	Update to existing menu system.	01/01/2008
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2008	Updates to last year's application.	01/10/2008
Alabama Board of Nursing	Reinstatement	Update to the existing application.	01/07/2008
Alabama Department of Public Health	EMT License Renewal	Update to automate export script.	01/10/2008
Alabama Department of Conservation and Natural Resources	Phone Sales	Update to existing print option for phones sales license envelopes.	01/10/2008
Alabama Department of Revenue	Business Privilege PSE	Added fiscal year option to existing application.	01/20/2008
Alabama Board of Examiners in Marriage and Family Therapy	Update to renewal application	Update to allow users to reprint their certificates	01/15/2008
Alabama Real Estate Commission	Course Renewals	Update to add option on the admin side to deny a course	02/11/2008
Alabama Department of Revenue	File Export Update	Update to existing export file for several applications.	02/20/2008

Alabama Department of Conservation and Natural Resources	Update to license application	Update to incorporate driver's license verification into hunting/fishing application.	02/26/2008
Alabama Department of Insurance	Merchant Services	Added e-check image for ACH transactions	02/19/2008
Alabama Farmer's Market Authority	Shopping Cart	Update to header/footer on shopping cart application.	02/26/2008
Alabama Department of Mental Health and Retardation	Intranet Report	Update to the existing case manager training application that provides exam results and dates of completion for the department.	03/21/2008
Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing renewal application that includes a PDF receipt certificate.	03/13/2008
Alabama Department of Revenue	Vehicle Information Vin Check	Update to allow users to subscribe to this service.	03/20/2008
Alabama Real Estate Commission	License Renewal	Update to existing license renewal application for 2008 renewals.	03/14/2008
Alabama Department of Conservation	Magazine Sales	Update to existing application page layout to display images of the magazine cover.	03/25/2008
Alabama Board of Chiropractic Examiners	License Renewal	Update to existing application to include the ownership type.	03/31/2008
Alabama Department of Conservation and Natural Resources	Web Service Report	This application will allow for county probates to view reports for hunting and fishing licenses.	03/10/2008
Alabama Department of Conservation and Natural Resources	License Sales	Allow driver's license to be validated on hunting/fishing license sales.	04/14/2008

Alabama Farmer's Market Authority	Shopping Cart	Added additional items to their shopping cart application	04/23/2008
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In Testing...

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is on hold by the agency.	April 2006
Alabama Home Builders Licensure Board	Expired Inactive Corporation	Allow licensees to renew their license online	This application is in agency testing.	March 2008
Alabama Department of Revenue	Initial Business Privilege Tax	Allow users to complete the initial privilege tax online	This application is in agency testing.	March 2008
Alabama Secretary of State	UCC Searches	Application to redact SSN from UCC documents	This application is in agency testing.	April 2008
Alabama Department of Environmental Management	Merchant Service	Allow users to pay online.	This application is in the agency testing.	April 2008
Alabama Alcoholic Beverage Control Board	License Renewal	Allow licensees to renew online.	This application is in agency testing.	April 2008
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008

In Development ...

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allow users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	April 2008

Alabama Department of Revenue	Motor Vehicles, Form 04	Allow lien holder filings to be submitted online	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allow users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Department of Industrial Relations	Payment Portal	Allow users to pay warehouse payments via merchant services	This application is in the pre-project phase.	TBD
Alabama Board of Court Reporting	Initial License	Allow users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Board of Respiratory Therapy	Initial License	Allows users to apply for license online	This application is in the pre-project phase	July 2008
Alabama State Veterinary Medical Board	Technicians License Renewal	Allow licensees to renew their license online	This application is in the pre-project phase	May 2008

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allow citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Board of Nursing	RN License Renewal for 2008	Allow licensees to renew online	This application is in the pre-project phase.	TBD
Alabama Home Builders Licensure Board	License Renewal	Update to current license renewal	This application is in the pre-project phase.	October 2008

SERVICE REQUESTS

Service Request #166 – Child Health IVR Solution

Alabama Department of Public Health – Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network. The online IVR solution will be a convenience fee service and will be developed at no cost to the department.

Service Request #167 – Motor Vehicles Form 02

Alabama Department of Revenue – Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network. The online license renewal application will be a convenience fee service and will be developed at no cost to the department.

Service Request #168 – Payment Portal

Alabama Department of Economic and Community Affairs, Surplus Property Division – Alabama Interactive requests and recommends that this service for the Alabama Department of Economic and Community Affairs is added to the network. The payment portal application will be a convenience fee service and will be developed at no cost to the department.

Service Request #169 – License Renewal

Alabama Plumbers and Gas Fitters Examining Board – Alabama Interactive requests and recommends that this service for the Alabama Plumbers and Gas Fitters Examining Board is added to the network. The renewal application will be a convenience fee service and will be developed at no cost to the board.

MONTH IN REVIEW

Total April AI Network Transactions	240,181
Average Successful Request per Day:	8,006
Total April alabama.gov Visitors:	349,810
Total April alabama.gov Page Views:	1,223,302
Total April alabama.gov Chats or Offline Messages from Live Help:	1,259

OPERATIONS & ADMINISTRATION

Alabama Interactive kicked off the second quarter much like we closed the first launching a total of 3 new applications and 2 updates to current applications. AI has seen the number of subscription services double so far through the first four months of 2008 and we are looking forward to serving many more valued customers through these offerings.

AI also helped in promoting one of our developers who recently accepted an opportunity in West Virginia; another NIC portal. Alabama Interactive's staff has remained a successful

training portal for talented NIC staff. We look forward to continuing to fill the NIC pipeline with talented candidates to serve the State of Alabama.

OTHER BUSINESS/IN CLOSING

In closing, April brought an end to a very busy month and tax season. The next few months should see several more new application releases and many more updates. We are well on our way to surpassing our annual goal of 20 new applications in 2008.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright